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# Long-Term Care

## Emergency PREPAREDNESS Report & Emergency GENERATOR Report

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Results from the 2012/2013 Surveys of  
Missouri's Licensed LTC Homes

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Division of Regulation and Licensure  
Section for Long Term Care Regulation

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Tornadoes, earthquakes, explosions, pandemics and other disruptive or disastrous events reported in the news every week remind us of the challenges these types of events create for vulnerable adults and their caregivers. This past fall (2012), the Section for Long-Term Care Regulation (SLCR) conducted its fifth annual **Emergency PREPAREDNESS Survey** for all licensed long-term care (LTC) homes in Missouri. The survey asked questions concerning the development and content of emergency plans. SLCR received **538** anonymous responses.

For the first time, we also conducted an **Emergency GENERATOR Survey** (2012/2013) that asked questions specific to each home's electrical generator capacity. Power outages associated with extreme weather events are common. Sometimes the power outage is brief and at other times it can extend for long periods. Knowing which homes have emergency generator capacity and which do not, can assist local emergency planners in the allocation of resources before an event and identify those most in need during an event. **819** Missouri's LTC homes completed the survey.

Response rates for each survey by level of care are as follows:

	<u><b>Emer. Preparedness Survey</b></u>	<u><b>Emer. Generator Survey</b></u>
• Skilled Nursing Facilities (SNF):	275 = 55% response rate	439 = 88% response rate
• Intermediate Care Facilities (ICF):	16 = 53% response rate	27 = 90% response rate
• Assisted Living Facilities (ALF):	110 = 54% response rate	149 = 73% response rate
• Residential Care Facilities (RCF):	137 = 33% response rate	204 = 50% response rate

*See <http://health.mo.gov/safety/showmelongtermcare/lvlofflic.php> to review criteria for each level of care.*

The data we gather from both of these surveys helps us identify opportunities for improving emergency preparedness within the LTC industry in Missouri. The results are aggregated in this report to be distributed to homes, local emergency management agencies and local public health agencies. In addition, Emergency Generator data is shared with the DHSS Center for Emergency Response and Terrorism for statewide emergency planning and preparedness purposes. Local health departments and local emergency management agencies, our partners in community and state-wide emergency preparedness, may also request the generator data for pre-event planning.

## **Analysis and Recommendations:**

1. Increasing the collaboration and cooperation among emergency responders, emergency planners, local health departments and local healthcare providers improves the community's overall emergency preparedness and medical response capabilities. LTC homes are encouraged to involve their local emergency management office, the local fire department and others in their emergency planning (EP) and to participate in local healthcare coalitions that might include hospitals, hospices and the local public health agency. The following data indicates the level of community engagement on the part of LTC homes:
  - ↑ 80% involved their local fire department in the review of their EP (+12%).
  - 22% involved their local Emergency Management office in the review of their EP (+/-0%).
  - ↑ 49% participate in community emergency preparedness exercises (+3%).
  - 57% collaborate with local healthcare providers or a healthcare coalition (new question).
2. Lessons learned from recent weather events or other disasters emphasize the importance of sheltering in place when possible to reduce the strain on the community's resources during a period of high demand and to provide for uninterrupted care to LTC residents. This requires planning for food, water, medications, maintaining electric power and fuel replacement. Sheltering in place may not be possible; therefore plans should include alternate facility locations and realistic transportation options. The data provides the following indicators:
  - ↑ 72% plan to receive/send residents to/from other LTC facilities (+21%).
  - ↑ 73% plan for staff accompanying residents in transit (+11%).
  - ↓ 71% plan for sheltering in place (-7%).
  - ↓ 74% address staffing needs in their plans (-1%).
  - ↑ Although difficult to measure, the survey shows an increase in supplies for food, water and fuel.
  - ↑ Overall, there was an increase in key emergency contact information included in plans.

3. Training and testing is an important part of LTC emergency plans. Exercises can identify plan weaknesses and areas for improvement. Plans should include a specific training regimen for staff and an exercise/training schedule that tests different parts of the plan. Homes are encouraged to participate in community emergency preparedness exercises.
4. 819 of 1143 Missouri homes responded to the Emergency GENERATOR Survey. Analysis of the data reveals:
  - 35% report that they DO NOT have an emergency generator.
  - 65% report having an emergency generator (Keep in mind that the generators have varying capacity.)
  - 19% have generators that can power heating, ventilation & air conditioning (HVAC) and refrigerators (not exclusively). 53% of these use diesel; 20% use propane; 28% use natural gas.
  - 5% of homes do not have an emergency generator but are PRE-WIRED to accept a temporary emergency generator that will power HVAC and Refrigerators (not exclusively).

SLCR hopes these survey results and recommendations will assist homes and communities in their emergency planning efforts. SLCR will continue to provide information and resources to homes and long term care associations as we all work to ensure that Missouri long-term care homes are prepared for any type of emergency. SLCR welcomes any questions concerning the surveys or emergency planning in general at (573) 522-1333.

The pages which follow show specific response rates for questions from the 2012 Emergency PREPAREDNESS Survey and select data from the Emergency GENERATOR Survey, by level of care. The final column shows the average response rate for all levels of care. Also shown is the change in response rate as compared to the previous survey, where applicable.

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### Additional Resources:

The following emergency preparedness planning resources are available from the Missouri Department of Health and Senior Services website at: <http://health.mo.gov/emergencies/readysin3/adultcare.php> or by calling 573-526-4768:

- Ready-in-3: The ABC's of Emergency Preparedness for Adult Care Facilities (video/DVD)
- Disaster Preparedness Plan Template
- Family Safety Guide

### CMS Emergency Preparedness Checklist – Tool for Effective Health Care Facility Planning:

[http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/SandC\\_EPChecklist\\_Provider.pdf](http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/SandC_EPChecklist_Provider.pdf)

### Health Care Coalitions - contacts by State Emergency Management Agency (SEMA) Region:

- Region A (**Kansas City metro area**): Dan Manley, Mid-America Regional Council (MARC); 816.701.8209; [dmanley@marc.org](mailto:dmanley@marc.org)
- Regions B, D-I (**all other regions**): Jackie Gatz, Missouri Hospital Association (MHA); 573.644.7430; [jgatz@mail.mhanet.com](mailto:jgatz@mail.mhanet.com)
- Region C (**St. Louis metro area**): John Whitaker, St. Louis Area Regional Response System (STARRS); 314.421.4220; [John.Whitaker@ewgateway.org](mailto:John.Whitaker@ewgateway.org)

Emergency planning information is also frequently in the **DHSS LTC Information Update** which is a weekly LISTSERV. To subscribe, please go to: <http://cntysvr1.lphamo.org/subscribeitc.html>.

SLCR encourages all LTC homes to contact their local Emergency Management Director for assistance in their emergency preparedness efforts. A list of local **Emergency Management Directors** can be found on the State Emergency Management Agency (SEMA) website: <http://www.sema.dps.mo.gov/>. Click on "Director (EMD) Listing" under the "Resources for Emergency Response Personnel" heading at the bottom of the page.

# Emergency GENERATOR Report

LTC homes reporting that DO NOT have an emergency generator (829 responses/1143 Missouri homes).

	SNF		ICF		ALF		RCF		All respondents	
	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change
No Emergency Generator	19%	n/a	30%	n/a	46%	n/a	62%	n/a	35%	n/a

Generator capacity: LTC homes reporting they have an emergency generator (powered by diesel, propane or natural gas) that powers heating, ventilation & air cond. (HVAC) systems & refrigerators, for at least 48 hrs.

	SNF		ICF		ALF		RCF		All respondents	
	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change from Prev	2012/ 2013	Change
HVAC	32%	n/a	30%	n/a	18%	n/a	14%	n/a	25%	n/a
HVAC and Refrigerators	24%	n/a	15%	n/a	13%	n/a	11%	n/a	19%	n/a

Fuel required for generators described above (HVAC).

	SNF		ICF		ALF		RCF		All respondents	
	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change from Prev	2012/ 2013	Change
Diesel	57%	n/a	38%	n/a	37%	n/a	50%	n/a	53%	n/a
Propane	18%	n/a	13%	n/a	22%	n/a	29%	n/a	20%	n/a
Natural Gas	25%	n/a	50%	n/a	41%	n/a	21%	n/a	28%	n/a

Total number of homes that DO NOT have an on-site Emergency Generator, but the home's electrical system is PRE-WIRED to accept a temporary Emergency Generator that will power HVAC systems & refrigerators.

	SNF		ICF		ALF		RCF		All respondents	
	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change	2012/ 2013	Change from Prev	2012/ 2013	Change
No Emer Generator/Pre-wired	3%	n/a	4%	n/a	10%	n/a	7%	n/a	5%	n/a

# Emergency PREPAREDNESS Report

(Variances are due to "no response" in prior year and rounding.)

Indicate the number of beds for which your home is licensed?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
25 or fewer	0%	0%	6%	+6%	20%	+3%	<b>49%</b>	+5%	17%	+2%
26 to 59	6%	0%	<b>38%</b>	+14%	<b>51%</b>	+1%	35%	+1%	23%	+1%
60 to 99	<b>41%</b>	0%	<b>38%</b>	-10%	20%	0%	12%	+1%	29%	0%
100 to 159	<b>39%</b>	-3%	19%	-11%	8%	-2%	4%	-3%	23%	-3%
160 or greater	13%	+2%	0%	0%	1%	-2%	1%	-3%	7%	0%

Is your home owned by a company which operates more than one long-term care (LTC) home?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	71%	+3%	69%	+16%	71%	+4%	48%	+5%	65%	+5%
No	29%	-3%	31%	-16%	29%	-4%	52%	-5%	35%	-5%

Have you reviewed your emergency plan in the last 12 months?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	96%	+1%	94%	0%	98%	+3%	96%	+7%	97%	+3%
No	4%	0%	6%	0%	2%	-3%	4%	-6%	3%	-3%

Which of the following participated in the most recent review of your emergency plan?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Local Emergency Mng Office	25%	+4%	<b>25%</b>	<b>-16%</b>	15%	-6%	19%	-1%	<b>22%</b>	0%
Local Health Department	12%	0%	6%	-11%	12%	0%	10%	-2%	11%	-1%
Fire Department	77%	+10%	<b>75%</b>	<b>-7%</b>	85%	+10%	80%	+19%	<b>80%</b>	+12%
Ambulance Service	19%	-2%	19%	+7%	16%	+2%	18%	+1%	18%	+0%
Police Department	19%	-2%	19%	+13%	16%	+8%	19%	+4%	19%	+2%
Sheriff's Department	7%	-2%	0%	0%	5%	0%	13%	+4%	8%	0%
Red Cross	3%	-1%	0%	0%	4%	3%	4%	-1%	3%	0%
Other LTC Facilities	18%	-3%	6%	-6%	15%	-10%	12%	-7%	16%	-6%
Electric Utility	12%	n/a	13%	n/a	10%	n/a	10%	n/a	11%	n/a
Water, sewer, gas, phone (avg)	9%	n/a	9%	n/a	5%	n/a	8%	n/a	8%	n/a

Does your emergency plan contain the following emergency contact information?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Ambulance Service	93%	+6%	81%	-1%	91%	+9%	84%	+5%	90%	+6%
Local Emergency Operations Center	69%	<b>+13%</b>	75%	<b>+28%</b>	59%	<b>+6%</b>	52%	-2%	63%	<b>+8%</b>
Local Police Department	95%	+7%	88%	+11%	94%	+10%	89%	+7%	93%	+8%
Local Red Cross	46%	+3%	19%	-17%	42%	+7%	35%	-5%	42%	+1%
Local Sheriff's Department	71%	+3%	44%	-3%	65%	+12%	66%	+6%	68%	+6%
Regional SLCR Office	60%	+7%	63%	+21%	52%	+2%	46%	+7%	55%	+7%
Residents' Family Phone Numbers	45%	-5%	63%	+21%	62%	-1%	69%	+1%	55%	-2%
Your Staff Phone Numbers	83%	0%	81%	+5%	88%	+6%	77%	-4%	83%	+1%
Local Fire Department	97%	+5%	88%	+11%	95%	+10%	92%	+10%	95%	+8%
Electric Utility	89%	n/a	88%	n/a	86%	n/a	70%	n/a	84%	n/a
Water, sewer, gas, phone (avg)	79%	n/a	77%	n/a	74%	n/a	60%	n/a	73%	n/a

Does your staff receive regular training on use of the following emergency equipment?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Generator	57%	-7%	50%	-15%	26%	-20%	33%	-1%	45%	-8%
Fire Extinguisher	96%	-2%	94%	-6%	95%	0%	96%	-2%	96%	-2%
Communication	50%	-7%	44%	-3%	56%	-7%	44%	-15%	50%	-9%

Does your emergency plan address the following?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Power Outages	95%	+1%	94%	-6%	94%	+3%	87%	+4%	93%	+2%
Securing an alternate power source (previous: "Alternative Power")	65%	-12%	56%	-26%	57%	-10%	47%	-4%	59%	-9%
Staffing Needs	75%	-2%	81%	+11%	82%	+1%	64%	-1%	74%	-1%
Facility Evacuation	97%	-3%	94%	+6%	99%	+4%	95%	-1%	97%	0%
Staff Accompanying Residents In Transit	<b>72%</b>	<b>+8%</b>	75%	+16%	75%	+12%	75%	+13%	73%	+11%
Areas Of Refuge	83%	+4%	75%	-19%	88%	+4%	82%	+3%	84%	+3%
Resident Medications	74%	-5%	75%	-13%	83%	-7%	77%	-2%	76%	-5%
Pandemics	50%	+5%	38%	-10%	44%	-10%	31%	-5%	44%	-1%
Palliative Care In Pandemics	28%	+5%	25%	+13%	25%	+2%	22%	+9%	26%	+6%
Emergency water supply	95%	n/a	81%	n/a	85%	n/a	72%	n/a	87%	n/a
Family notification of evacuation	72%	n/a	69%	n/a	70%	n/a	73%	n/a	72%	n/a
Searching for missing resident	87%	n/a	88%	n/a	83%	n/a	67%	n/a	81%	n/a
Sheltering In Place	72%	-4%	56%	-32%	70%	-11%	71%	-7%	71%	-7%

What communication capabilities does your LTC home have available for emergencies?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Land Line	87%	-1%	94%	0%	82%	-3%	81%	-4%	85%	-2%
Non-Cordless Land Line ( <i>works w/o elec.</i> )	48%	+13%	44%	+3%	47%	0%	48%	0%	48%	+7%
Cellular Telephone	93%	+2%	94%	0%	88%	+3%	91%	+2%	92%	+2%
Two-Way Radio	<b>50%</b>	<b>+11%</b>	44%	+3%	50%	+14%	24%	-2%	43%	+8%
Short Wave Radio	4%	0%	19%	+13%	0%	-2%	10%	+5%	5%	+1%
Weather Alert Radio	86%	-4%	94%	+11%	81%	+2%	67%	+4%	81%	+1%
Other	2%	n/a	0%	n/a	0%	n/a	0%	n/a	1%	n/a

Is your home part of any plan to receive/send residents to/from other LTC homes during emergencies?

	SNF		ICF		ALF		RCF		All respondents	
<i>Added "receive/send" and "to/from".</i>	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	<b>79%</b>	<b>+15%</b>	75%	+22%	75%	+27%	56%	+25%	72%	+21%
No	21%	-13%	25%	-22%	25%	-25%	44%	-21%	28%	-18%

Does your home have a written **Mutual Aid Agreement** with other LTC homes? (*Previous question: Does your facility have a written agreement with other LTC facilities to receive their residents?*)

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	59%	n/a	69%	n/a	68%	n/a	34%	n/a	55%	n/a
No	41%	n/a	31%	n/a	32%	n/a	65%	n/a	45%	n/a

What emergency supplies does your LTC home have on hand?

	SNF		ICF		ALF		RCF		All respondents	
<i>Numbers are averages for those responding to this question. Many did not respond.</i>	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Days of FOOD/person	6	-1.0	8	+1.1	6	+0.7	8	+1.2	n/a	n/a
Days of DRINKING WATER/person	5	0.0	6	+1.9	4	+0.04	7	+1.3	n/a	n/a
Days of FUEL (generator)	6	+1.2	11	+5.7	5	+2.4	6	+1.4	n/a	n/a

Do you provide residents' families with information concerning your home's emergency plan, such as emergency contact numbers or information on sheltering-in-place/evacuation?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	31%	-1%	31%	+2%	49%	+8%	45%	-1%	38%	+1%
No	69%	+8%	69%	+4%	51%	-3%	55%	+4%	62%	+5%
No Response									0%	-6%

Do you participate in community emergency preparedness exercises coordinated by your local emergency management organization?

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	48%	+1%	50%	+9%	53%	+4%	49%	+5%	49%	+3%
No	52%	+2%	50%	-9%	47%	-3%	51%	-3%	51%	-1%

Do you have an agreement with your local emergency management organization to act as a shelter during a disaster? (Prev. Question: Do you have an agreement with your local emer. preparedness org. to act as a special needs shelter?)

	SNF		ICF		ALF		RCF		All respondents	
	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	39%	+1%	31%	-16%	26%	+5%	28%	-5%	34%	0%
No	61%	+1%	69%	+16%	74%	0%	72%	+6%	66%	+3%

Do you collaborate with other local health care providers or a health care coalition (hospitals, nursing homes, hospices, local public health, etc.) to integrate plans and activities to increase medical response capabilities?

	SNF		ICF		ALF		RCF		All respondents	
<i>Question not asked previously</i>	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011	2012	Change from 2011
Yes	65%	n/a	44%	n/a	52%	n/a	48%	n/a	57%	n/a
No	35%	n/a	66%	n/a	48%	n/a	52%	n/a	43%	n/a

**What type of emergency/disaster planning assistance would be most beneficial to your facility?**

The bulk of the answers to this question fell under the following topics or categories:

- (32) **Training and help with emergency preparedness plans – including sample plans and on-site seminars;**
- (20) **Community collaboration and participation;**
- (18) **Planning for specific types of events – tornado, nuclear, fire, chemical spill, violent situation, etc;**
- (17) **Help obtaining generators or pre-wiring for a temporary generator;**
- (13) **Evacuation, transportation and transfers;**
- (18) **Other**